

The Center for Health Care Services (CHCS) – Case Study

Securing Healthcare Equipment with Barcode-Based Asset Tracking



About The Center for Health Care Services (CHCS)

CHCS supports the well-being of people with mental health conditions, developmental disabilities, and substance use challenges across Bexar County in San Antonio, Texas. Spanning dozens of departments and programs, the organization relies on secure and efficient inventory and IT asset tracking to improve outcomes and reduce operational waste.

The Challenge: Centralizing IT Asset Tracking Across Dozens of Programs

Before implementing our Passport [Asset Tracking Solution](#), CHCS used Excel spreadsheets to manage IT assets, which introduced several key challenges:

- **Lack of Visibility:** Equipment was dispersed across more than 50 programs with no way to track movement.
- **Bundled Equipment Issues:** Devices like laptops often came with multiple accessories (docking stations, jetpacks, etc.) that were difficult to track together.
- **Audit and Compliance Gaps:** The finance team had no reliable way to retrieve reports or track asset history.
- **Security and Accuracy Risks:** Errors from manual entry and shared spreadsheets caused missing or duplicated data.

"We wanted an inventory system so we could easily scan our equipment and quickly track whom and where they were assigned to."

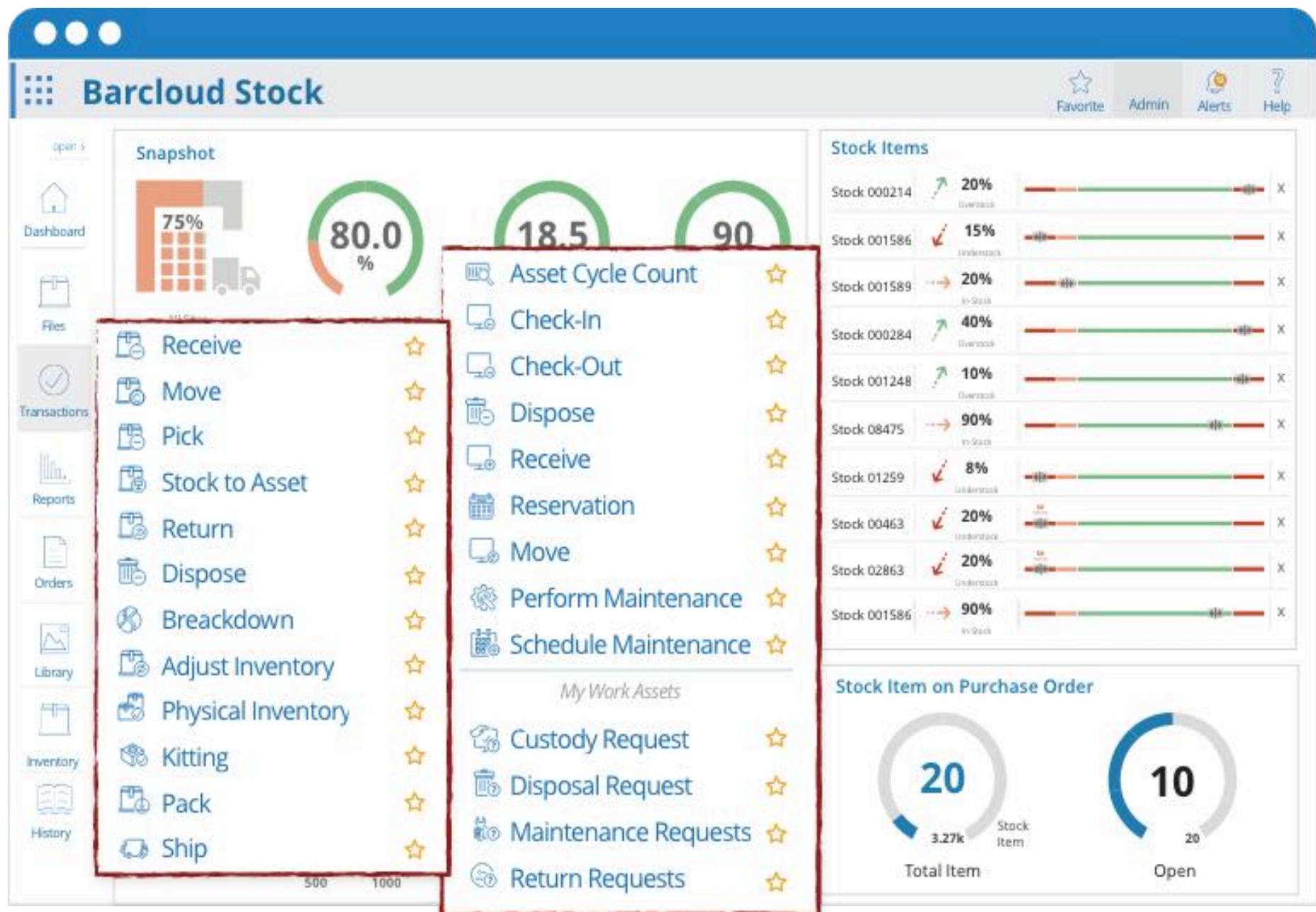
– James Brown, Inventory Control Specialist, CHCS

Why CHCS Chose Our System

CHCS chose our [Inventory System](#) Passport after an impressive live demo and strong customer service experience. Their selection was based on:

- **Mobile Barcode Scanning:** Enabled fast check-in/check-out and tracking with signature capture.
- **Spreadsheet Import Feature:** Quickly converted legacy Excel data into a searchable, digital database.
- **Configurable Fields:** Tailored data tracking by location, unit, employee ID, and more.
- **Direct Vendor Support:** Avoided third-party resellers, ensuring seamless communication and guidance.

[Check Our Inventory Management System's Features](#) →



Implementation and Results: A Secure, Real-Time Asset Management System

"The functionality is great and it's very easy to use. It seems to get easier every time we use the system."

– James Brown, Inventory Control Specialist




The CHCS team implemented Passport with barcode labels, a Zebra printer, and mobile barcode scanners. The process was fast, smooth, and supported directly by our Systems' technical engineers.

Key outcomes post-implementation:

- **Audit Readiness:** Real-time visibility into who has what, where, and when.
- **Time Savings:** Daily check-in/out and reporting are fast and automated.
- **Improved Accuracy:** Signature capture verifies user assignments and accountability.
- **Custom Reporting:** Instantly generate reports by cost, location, unit, and more.

"Passport substantially upgraded our asset tracking system with its ease-of-use, configurability, useful features, and support."



THE CENTER
FOR HEALTH CARE SERVICES
Mental Health & Substance Abuse Solutions

Industry

- Healthcare

Challenges

- Manually tracked IT equipment using Excel led to errors and lost assets
- Limited visibility and accountability across 50+ programs and facilities
- Needed to track assets and attachable accessories with full audit history
- Required a secure system for assigning equipment to authorized users

Benefits

- Mobile barcode scanning across multiple healthcare offices
- Signature capture to designate equipment to specific employees
- Configurable reporting for location, cost, and usage insights
- Real-time status tracking for all health IT assets and stock



Looking to Secure and Track Equipment Across Multiple Locations?
If your healthcare organization needs a reliable, secure, and configurable asset tracking system, our system can help.
Contact us to [schedule a demo today at barcloud.com](#)